

Annexure I - Response to Pre-bid Queries for Limited RFP on Software Factory For NABARD

Sl.No	Page.No	Clause	RFP Term	Clarification sought	NABARD's Response
1	21	1.7	AI integration: Leverage AI capabilities throughout the software development lifecycle (design/development/testing/deployment)	AI capabilities development needs a AI developer to be in the team as it's a specialized skill, however no AI/ML developers is found in the list of team members. We need to have at least one AI/ML developers in order to fulfill such requirements, and same developer can be used for Reports, Dashboards and Analytics development as its related. Kindly guide us how NABARD would like to take this requirement forward? Can we add AI developer in the BOQ?	No change
2	21	1	1. Establishing the Software Factory (DevSecOps):	*Bidder* is committed to installing and configuring the platform, Database, and DevSecOps. We have identified a provision in the Bill of Quantities (BOQ) for quoting a fixed cost for setting up the platform, DB, and DevSecOps. However, we have observed that there is no line item in the BOQ for providing support after the Go-Live phase. Can you please provide guidance on the plan for post-Go-Live support? Note: If the support would be on T&M then we may need , Mendix Administrator, DB Administrator and DevSecOps specialist to manage this setup.	<ol style="list-style-type: none"> 1. Post Go-live support for the applications developed on the platform will be handled by the Onsite Support Engineer. 2. Regular maintainence (eg: patches, backup,indexing etc.) of the DB shall be handled by NABARD's ITSM Team. All activities other than regular maintainence of DB to be handled by the successful bidder 3. Post Go-live support for the platform/DevSecOps shall be handled by the onsite development team
3				In many places of RFP document, it is mentioned that vendors have to provide 24/7 support and follow the SLA. How the support can be 24/7 if it is T&M based support? Kindly guide Bank's strategy for the post go-live support for the platform, Database and DevSecOps?	<ol style="list-style-type: none"> 1. Post Go-live support for the applications developed on the platform will be handled by the Onsite Support Engineer. 2. Regular maintainence (eg: patches, backup,indexing etc.) of the DB shall be handled by NABARD's ITSM Team. All activities other than regular maintainence of DB to be handled by the successful bidder 3. Post Go-live support for the platform/DevSecOps shall be handled by the onsite development team

4				Please guide us the Authentication, Authorization & SSO mechanism to be used for new applications. We would like to know what IDAM platform is used in the NABARD and what integration expected to performed as part of the DevSecOps?	The following platforms are expected to be used: 1. Active Directory 2. Azure AD 3. IDAM provided by the proposed LCAP 4. Any other platform required by Security/Regulatory agencies/ NABARD
5	21	1.1	Platform Deployment: The LCAP Platform must be installed, deployed and commissioned on-premises on all types of environments which includes the development, testing and production environments	Please guide us on the, expected growth rate in number of concurrent users(internal and External) per year for next 3 years?	will be shared with successful bidder
6				Do you have a Private docker registry in NABARD?	Not as of now
7				Do you need dynamic scaling as part of the platform Setup?	will be shared with successful bidder
8				What type of Application and Network load balancer do you provide ?	will be shared with successful bidder
9				Do you prefer VM based setup or Kubernetes setup? If Kubernetes, what container runtime you prefer for Kubernetes (CRI-O or Container)	Please refer to the RFP
10				How do you monitor the infrastructure in NABARD?	will be shared with successful bidder
				Do you have SOC and NOC?	will be shared with successful bidder
11				What is NABARD's data retention policy? What backup software is being used in NABARD?	will be shared with successful bidder
			Network, Load Balancer, security layer configuration activities and task will be the scope of DANS Infrastructure Team. Please confirm.	will be shared with successful bidder	
12	22	2	Setting up of an Onsite Development Team A critical component of the System Integrator's (SI) scope of work is to provide a highly skilled onsite development team, equipped to implement the software factory using the capabilities of the Low Code Application Platform (LCAP).	We acknowledge NABARD's requirement for an onsite team, and we are committed to fulfilling all necessary roles on-site. We seek clarification regarding the potential future need for offsite developers. Should NABARD anticipate no requirement for offsite developers in future?. If so, offsite rates are not being requested in BOQ. If offsite developers not expected to be added to the team, then please ignore this query. Note: Onsite rates are higher than the offsite rates.	Not applicable

13	23	2.4	<p>2.4. UI/UX Designers: Responsible for designing intuitive and modern user interfaces and experiences across web and mobile platforms, ensuring the applications are accessible, user-friendly, and aesthetically pleasing</p>	<p>UX designers are proficient in designing applications using tools like Figma and Adobe, but they are not equipped to undertake UI development. World-class UI development requires dedicated UI developers on the team. While some full-stack developers may possess partial UI development skills, creating outstanding UI experiences demands specialized expertise that may not align with the expectations of the client. Many of our clients opt for separate UI developers for this reason. We kindly request guidance on whether the NABARD team is open to including UI developers in the Bill of Quantities (BOQ)</p>	<p>The UI/UX Designer will be responsible for designing the application using tools like Figma and Adobe. The Senior LCAP Certified Developer and the LCAP Certified Developers will be responsible for handling all development activities including UI/UX development in the LCAP.</p>
14	26	5.2	<p>5.2 As part of modernization of legacy applications which do not have vendor support, carry out the task of migrating data from the existing application/databases/solutions</p>	<p>Straightforward migration can be done by the application developers. However, medium to complex migration will need a Data Migration expert to be assigned in the team. Are we expecting any medium to complex migration as part of the project? Can we propose Data Migration expert for the project?</p>	<p>No</p>
15	35	5.2.1	<p>On acceptance of terms and conditions of work order, submission of PBG, signing of SLA and other necessary documents, delivery of licenses</p> <p>20% of Platform license cost, user licenses cost and on-Prem deployment license cost for Year 1</p>	<p>To acquire a Mendix platform license technology vendor needs to pay the cost upfront to Siemens. However, NABARD is proposing to pay license cost on multiple stages. Is there a possibility for NABARD to make it as one payment?</p> <p>For example, NABARD proposing to pay implementation, installation cost on stages and it is depending on vendor performance. However, license cost has nothing to do with our performance and we just act as intermediary and we don't make any profit out of these license selling. Appreciate if Bank can consider upfront payment for license.</p>	<p>No change.</p>

16	38	5.2.5	The rates quoted in the tenders shall be firm and shall not be subjected to variations on account of fluctuations in market rates, taxes, or any other reasons whatsoever for the project period	Our rates wont change, however tax subject to change based on government regulations. If the government revises current rate i.e. 18% to 25% in future will NABARD still pay 18%? Kindly clarify this point.	Payment will be made at applicable rate of GST
17	79	Line item 6	Part A: Software including Licenses for LCAP, DB etc.	Mendix supports all the leading DBs such as Oracle, SQL Server, MySQL, Postgres etc. Can we propose a Postgres? Is that acceptable to NABARD team? Kindly note, Postgres DB is open source we will provide enterprise support from RapidData.	Enterprise support should be from the OEM of the proposed Database
18				If Postgres is not acceptable, we would like to propose Oracle. Is that acceptable? Does bank have any enterprise agreement with Oracle? Note: Buying license on adhoc basis will be expensive and mostly vendors tend to propose listed price for such purchase.	Please refer to the RFP
19				After the Go-Live phase, the on-premise setup will require the presence of a Database (DB) Administrator for ongoing support. We've noticed that the Bill of Quantities (BOQ) does not include a team member for DB administration support, nor does it outline provisions for comprehensive support for Mendix platform administration and Database administration. Could you please provide guidance on the bank's strategy for administering and supporting the Mendix Platform, Database, and DevSecOps?	<ol style="list-style-type: none"> 1. Post Go-live support for the applications developed on the platform will be handled by the Onsite Support Engineer. 2. Regular maintainence (eg: patches, backup,indexing etc.) of the DB shall be handlded by NABARD's ITSM Team. All activities other than regular maintainence of DB to be handled by the successful bidder 3. Post Go-live support for the platform/DevSecOps shall be handled by the onsite development team
20	10	NA	Last date & time for submission of Bid	Dates are quite aggressive, Can we get 5 days extension for the submission?	Last Date of Submission is extended till 25 April 2024 03:00PM

21	74	Annexure-K Technical Bid Form - General Requirements	Source code of individual application available for review	<p>Could you elaborate more on this point?</p> <p>a. Is this going to be a manual review of the source code / logic or is this going to be done using any tool?</p> <p>b. If a tool being used, which tool will be used or use a tool provided by the LCAP OEM. Ex: Mendix Application Test Suite (ATS)</p>	NABARD reserves the right to get the source code reviewed from third-party VAPT agency
22	74	Annexure-K Technical Bid Form - General Requirements	SI's experience: No. of years of operation in proposed LCAP	<p>Since Low-Code itself is about 5 year old in India. Request you to changing the marks for this category as follows:</p> <p>5 or more -> 5 marks 3 to 5 Years -> 3 marks 1 to 3 Years -> 1 marks</p>	No change
23	75	Annexure-K Technical Bid Form - Development Team	LCAP Certified Developer 1 and 2	<p>For the LCAP developers which is a generally junior/associate position, request the certification to be change to below:</p> <p>Level 2 (Advanced) -> 5 Marks Level 1 (Intermediate) -> 3 Marks Level 0 (Rapid) -> 1 Marks</p>	No change
24	75	Annexure-K Technical Bid Form - Development Team	Total nos of certified development engineers on the proposed LCAP of the SI	<p>Could you clarify if there will be different marks based on the number of certified LCAP developer the SI has? As the marks distribution in this section is not given</p>	Mark distribution included. Please refer to the corrigendum
25	79	Annexure - M Commercial Bid Form	Users – External Unlimited	<p>In the Excel BoQ the for User Licenses – External the Quantity given is a very large number for which even a very small base price of Rs. 0.01 is coming to a very large number. Request you to change the Qty for this line item to 1, which would allow us to quote a realistic number.</p>	Please refer to the updated BOQ

26	80	Annexure – M Commercial Bid Form	Cost of Database Licenses (8 cores)	Could you let us know which is the choice of your preferred Database?	Please refer to the RFP
27	79 - 86	Annexure – M		The commercial bid submission allows only upload of the Excel BoQ and the technical Bid specifies that no Commercial Bid should be part of the technical bid part. Could clarify if the Annexure M can be uploaded in the Technical Bid .rar file?	Technical bid file should not contain "Annexure M-Commercial Bid Form". Commercials should only be provided in the Financial section only
28	13	Instructions for Bidders	Period of Validity of Bids	Could you clarify if the period of validity of bid of 180 is from the date of submission of the Bid or the date of opening of the Commercial Bid	Please refer to the RFP
29	69	Annexure – H		Can we submit MSME Udyam certificate instead of the Annexure H?	Please refer to the RFP
30	24	Scope of Work - 2	Minimum Desired Certifications	Are the mentioned certifications mandatory for Project Manager?	Yes
31	20	Scope of Work - 3	Number of Applications	How many subsidiaries would be considered as part of the platform usage as per mentioned scope? Is technology infrastructure and tools common to all of them?	Please refer to the RFP
32	20	Scope of Work - 3	Number of Applications	What can be the estimated number of applications that can be developed concurrently?	Depends on the business requirements
33	24	Scope of Work - 2	Type of resource	What is the breakdown of resources are required for each stated role?	Please refer to the RFP
34	24	Scope of Work - 2	Type of resource	Can we have a Hybrid model of delivery? PM, BA at onsite with rest of team working from Deloitte premises in their base location.	No change
35	24	Scope of Work - 2	Type of resource	Only 1 Support engineer has been asked for. The RFP mentions 8 AM to 8 PM support in working days and 24*7 as required by bank without additional cost, For such support, 2- 3 FTEs will be required. Can you please explain the support requirement keeping in detail keeping the above points in consideration.	No change
36	21	Scope of Work -1.8	Project Management Tool	Will NABARD provide project maangement tool or bidder has to use their own tools for project management	Please refer to the RFP

37	25	Scope of Work	Implementation of LCAP and its capabilities	Who will setup the infrastructure for implementation? Would it be NABARD's IT infra team or Bidder has to own it?	Please refer to the RFP
38	25	Scope of Work -3.2	Integration	Is there any ESB layer for integration or integrations will be done P2P	No
39	26	Scope of Work - 3.9	Tools for Development and Support - License Cost	Does NABARD have license of reporting tools like ITSM Tools, Production Monitoring Tools, DevOps Tools, Power BI and Tableau. Does it comes under the purview of current RFP	Please refer to the RFP
40	26	Scope of Work -4	Training	What will be the mode of training: Train the trainer or end user training ? What is the expected outcome from the training?	Please refer to the RFP
41	26	Scope of Work -5	Data Migration	Who will be responsible for extraction and transformation of legacy data as part of data migration	Please refer to the RFP
42	27	Deliverables - 7.3		Who will procure licenses for LCAP platform? Does bidder has to procure ?	Yes
43	28	Project Phases and deliverables -8.1	One-Time Implementation:	Ask is for DC-DR setup, but in case of SAAS platform DC-DR comes under purview of OEM	Please refer to the RFP. We are looking for on-prem deployment
44	34	Service level requirements - 4.1	SLA	The vendor should provide 24*7 Support through Email and Phone without any additional cost to bank and as and when required by the Bank. Can you please explain the expectation of support and SLA	No change
45	35	Delivery and Payment Schedule 5.1	Delivery Payment Schedule	Considering the platform would be procured by bidder post PO, the timeline for first application delivery is defined as per any specific usecase?	Please refer to the RFP
46	-	BOQ_844 442	Basic rate	Which one of the below Basic rate we need to fill in Column 7 1) Rate per day * 22 2) Rate per day *22 * 36	Please refer to the updated BOQ

47	-	BOQ_844 442	-	RFP mentions application development for NABARD and its sister concerns of NABARD. It also mentions development of 75 - 100 applications in a year. What are the list of usecases identified as it would be required to map the BOQ (wrt license, FTE etc)	The list of applications would be shared with the successful bidder as and when the business use case is finalised
48	21	Scope of Work - 1.5	Establish the S/W Factory	Our understanding is that the applications will consume the APIs from the AI Models and no AI Model will be developed, purchased, licensed by the SI. SI will only be responsible for integration. Please confirm.	Yes
49	22, 26	Scope of Work - 1.10, 3.5	Permonace and Security	Our understading is that security and performance testing will be performed by NABARD. SI will not be performing the security and performance test. SI will be responsible only for fixing the vulnerabilities identified.	VAPT would be conducted by vendor identified by NABARD
50	35	Scope of Work - 5.1	Expected Delivery Schdule	The RFP mentions that first application needs to go live within 90 days. The application and the features of application in scope of release will determine the timelines. Can you plese detail out your expectation and scope wrt this.	Will be shared with the successful bidder
51	22, 25	1.10, 3.2		What is used for identity management in NABARD currently? SSO Implemented for current applications?	The following platforms are proposed to be used: 1. Active Directory 2. Azure AD 3. IDAM provided by the proposed LCAP 4. Any other platform required by Security/Regulatory agencies/ NABARD
52	22, 25	1.10, 3.2		Is Microsoft Active Directory used currently and available?	Yes
53	21	1 (c)		What is the current number of external users in NABARD existing systems?	we are looking for unlimited external users
54	21	1 (c)		What is the expected Year on Year increment in internal and external users?	Will be shared with the successful bidder
55	3.1	25		Will we be developing only Mobile responsive web applications or Mobile native IPAs and APKs as well?	Please refer to the RFP
56	25	3.2		Is there any API Gateway at the enterprise level which can be leveraged if needed in the solution?	No
57	21	1.8		Is there any Project Management tool like JIRA available at the enterprise level?	We use Zoho Projects for other projects management.

58	26	5.2		Will the existing applications & data be migrated to LCAP or Only new applications?	Please refer to the RFP
59	26	5.2		If existing/legacy migration required, what is the count, category, and complexity of those applications?	Details will be shared with the successful bidder
60	26	5.2		Prioritization of applications for migration - Have the applications and their priority identified?	Details will be shared with the successful bidder
61	27	6.1		Will the developer machines/VDIs be provided by NABARD, or the SI must develop on their own machines?	NABARD will provide developer machines/VDIs.
62	21	1.2		Does NABARD have an enterprise agreement with any cloud services provider?	not relevant to this RFP
63	27	6.3		Do we have any existing implementation/use cases for offline operations?	Yes
64	27	6.3		If yes, what is the percentage of users and business functions that work offline?	Details will be shared with the successful bidder
65	25	3.2		Does NABARD have a document management system as part of their core applications?	Yes, but the proposed LCAP is expected to handle document management also.
66				In accordance with standard industry practice, our aggregate liability under this RFP and in connection with any work order/agreement and in connection with the services shall be for direct damages only and shall, in all circumstances and events, be limited to one time the fees paid to us under the engagement. We shall not be liable for any indirect or consequential losses	will be discussed with the successful bidder
67				We shall be allowed to retain sufficient documentation as part of our professional records to support and evidence the work performed by us. Such retention shall be subject to obligations of confidentiality mentioned herein	will be discussed with the successful bidder
68	25	3.2	Integration	Can you provide the total number of Integration Touchpoints for the application?	will be shared with successful bidder
69			Generic	Assuming Azure Federated SSO login is in use for authentication. Please confirm?	The following platforms are proposed to be used: 1. Active Directory 2. Azure AD 3. IDAM provided by the proposed LCAP 4. Any other platform required by Security/Regulatory agencies/ NABARD

70	20	3	Functional	Should the application be multi-lingual? If yes, what will be the number of languages it shall support? Also, in case of multilingual, are you planning to use only the multilingual application (labels only in the whole application) or you also want to manage the multilingual data?	Yes,some of the applications may be required to be made available in various languages as per business requirement. It may be for both label and data as per the requirement
71	27	6	Infrastructure	Please confirm if the expectation is to leverage existing DevOps infrastructure or is it required to build from scratch.	The DevSecOps solution is expected to be brought in by the successful bidder along with the LCAP. Only underlying hardware will be provided by NABARD
72	34	4.1	Support	Is there a requirement to provide Post Implementation Support for the application? If yes, can you specify the Levels of Support and the Coverage expected.	Please refer to the RFP
73			Payment	Please elaborate payment gateway related requirements in the scope	will be shared with successful bidder
74	27	5	Data migration	Please confirm if any unstructured data needs to be migrated. if so please elaborate	Not anticipated.
75	27	5	Data migration	Database is going to be the part of platform server database. Please provide your preference (If any)	Please refer to the RFP